

**RFQ NOTIFICATION SHEET**  
**Office of Contracts and Rate Setting**

State of Michigan  
Department of Human Services

Notice of a request for quotations or a request for proposals is hereby given Pursuant to Act No. 124 of the Public Acts of 1999.

Amount:	ITB Number
<b>\$112,660.50 (\$37,553.50 per year)</b>	<b>DHS DEL-0766001</b>

Bid Description:
<b>Ontonagon- Intensive Youth Mentor services for Delinquent and Child Abuse and Neglect clients and families</b>

Due Date For Response:
<b>8/7/2006</b>

Contact Person Name:	Phone #:
<b>Marie Kinnunen</b>	<b>(906) 884-4951</b>
E-Mail Address:	
<b>KinnunenM@michigan.gov</b>	

**REQUEST FOR QUOTE**  
Michigan Department of Human Services

Contract/RFQ Number: **DEL-0766001**

Bid Submission Due Date & Time: **5:00 P.M. EDT August 7, 2006**

Geographic Area to be Served: **Ontonagon County**

Service Titles: **Intensive Youth Mentor**

Anticipated Contract Begin and End Dates: **October 1, 2006 through September 30, 2009**

Method of Reimbursement: **x**      Actual Cost                      Unit Rate

Maximum Annual Contact Amount:      \$ **37,553.50**                      per year

Issuing Office: Department of Human Services      **Ontonagon**

Contact Person: **Marie Kinnunen**

Telephone #: **906-884-4951ex112**      Fax #: **906-884-6323**

Email Address: **KinnunenM@michigan.gov**

**July 25, 2006 1:00 P.M. EDT**  
**Ontonagon DHS**  
**730 S. Seventh St.**

Pre-proposal Conference: (Date, time, location) **Ontonagon, MI**  
(Please notify the contact person above if you plan on attending)

Bidder Questions Due Date & Time: **July 25, 2006 12:00 noon EDT**

Submit 6 copies of the bid response and two (2) copies of the budget document, in a separate sealed envelope, to this address:

<b>Ontonagon DHS</b>		
DHS Office		
<b>730 S. Seventh St.</b>		
Street Address		
<b>Ontonagon</b>	<b>Mi</b>	<b>49953</b>
City	State	Zip

The bidder must submit all inquires regarding content via e-mail or surface mail. Bid responses must be submitted in person or via surface mail. Neither fax nor e-mail transmission of bid responses will be considered for award. If DHS believes that clarification of its initial material is necessary, information will be posted to the DHS RFQ web site. Likewise, if DHS determines it is necessary to revise any part of this RFQ, addenda informing will be posted to the DHS RFQ web site.

Bid responses that exceed the maximum annual dollar amount indicated for the RFQ will not be considered for award. The contract amount for subsequent years will be dependent on DHS' availability of funds and service needs. The established price per unit of service will be in effect for the entire period of the contract.

To be considered, bid responses must arrive at the Issuing Office on or before the date specified above. Bidders mailing bid responses should allow normal delivery time to ensure timely receipt of their bid responses.

Awards made as a result of this RFQ will require execution of a contract with DHS. The contract will contain standard non-negotiable General Provisions. A copy of the General Provisions is available upon request.

### Rating

All bid responses will be evaluated on the basis of rating criteria identified in the RFQ. Contracts will be awarded using a two-step process linking price and quality. The most recent audit of each bidder may be reviewed by DHS, at its discretion, to determine the bidder's fiscal viability. DHS may eliminate from the rating process any bidders that fail to pass this review. If the bidder has provided contractual services to DHS previously, DHS may consider reviewing monitoring and/or outcome information related to prior contracts.

Authority: P.A. 2080 of 1939.	Department of Human Services (DHS) will not discriminate against any individual or group because of race, sex, religion, age, national origin, color, height, weight, marital status, political beliefs or disability. If you need help with reading, writing, hearing, etc., under the Americans with Disabilities Act, you are invited to make your needs known to a DHS office in your area.
Completion: Mandatory.	
Penalty: Contract Invalid	

## **BIDDER OVERVIEW**

This Request for Quote (RFQ) package contains the following elements:

1. Cover Sheet
2. Description of Services for Bid
3. Rating Criteria
4. Request for Quote Policy
5. Bidder Information and Instructions
6. Bidder Response Section
7. Cost Quotation
8. Budget Completion Instructions

## **Description of Services for Bid**

### **I. CONTRACTOR RESPONSIBILITIES**

#### **A. Geographic Area**

The Contractor shall provide services described herein in the following geographic area: Ontonagon County.

#### **B. Location of Facilities**

The Contractor shall provide services described herein in facilities located at:

Contractor's office, client homes, and various public and private facilities in Ontonagon County.

#### **C. Client Eligibility Criteria**

1. P.A. 150 State wards and probate court wards under DHS supervision who are recommended for a community-based, family-focused program, as an alternative to out-of-home placement.
2. P.A. 150 State wards and probate court wards under DHS supervision who are in an out-of-home placement and are recommended for an accelerated return to the community.
3. For those counties that have approved joint court-DHS local office child safety and permanency plans, supervised court wards are also eligible for these services.
4. Families open to the Preventive Services for Families Program if the source of funding includes Prevention as an eligible group (i.e. Strong Families/Safe Children (SFSC) or Child Protection/Community Partners (CPCP)).
5. Families open to the Children's Protective Services Program and other "preponderance of evidence" Category III (P.A. 484 of 1998) families (open or closed cases) who are referred to community based services.
6. Family members and children in foster care (including neglect and delinquent wards placed in foster care.)
7. Family members and children of an adoptive family for whom a need for post-adoptive services has been identified by DHS.

#### Determination of Eligibility

- a. DHS local (county) office determines and documents program and payment eligibility. The Contractor agrees to accept all referrals.
- b. All youth and families who enter the Diversion Program shall be asked to sign an agreement or contract verifying their willingness to participate in the program and comply with all program requirements.
- c. For the reintegration component, the Contractor shall be required to work with families who are reluctant to participate and may be uncooperative.

#### D. Services to be Delivered

Service #1 of 1: Intensive Youth Mentoring

##### 1. Activities the Contractor shall perform:

The Contractor shall:

- a. Recruit, hire, train, and supervise one (1) Intensive Youth Mentor to work with youth identified in the client eligibility section. The Intensive Youth Mentor, at the time of appointment, shall possess at minimum a bachelor's degree in human services or a related field. Prior to employment a Law Enforcement Information Network (LEIN) and CPS Central Registry background check shall be completed by the contractor for all staff that have direct contact with youth and families served by this program. Any felony convictions or other abnormalities must have written evidence of supervisory review and acknowledgement which justifies employment.
- b. Provide for initial and ongoing training for the Intensive Youth Mentor.
- c. Complete periodic written evaluations of work performance for the Intensive Youth Mentor.
- d. Referrals of youth to the Intensive Youth Mentor will be by the Court or the DHS caseworker, as appropriate. Referrals will be received by a committee made up of a DHS caseworker, a DHS services supervisor, the Intensive Youth Mentor, and the juvenile officer. The role of this

committee upon receipt of the referrals will be to prioritize and offer input as to the services needed.

This committee will meet at least monthly to staff cases and when a youth is involved in any ongoing delinquency or other behavior that could jeopardize his/her ongoing participation in the program. The committee will evaluate alterations to the services provided and/or the role of specialized outpatient counselor, prior to repeting the court. This committee will decide who the petitioner will be and if it is necessary to bring the matter back to the court. The committee will also act in an advisory role through the aforementioned staffings and provide recommendations to the Intensive Youth Mentor.

- e. Deliver services for up to six (6) youth/families at any one time. Duration of services shall be up to twenty-four (24) weeks and will be determined by the DHS or court referring worker. This will be extended on a case-by-case basis with advanced approval from the DHS and/or the court. Two slots each shall be reserved for youth/families supervised by the DHS and the Court with two additional slots to be available to either agency depending upon need. Reserved slots may be released with release by both agencies. In addition, an Intensive Youth Mentor may temporarily be assigned more than six (6) cases with the approval of both agencies.
- f. Provide the majority of Monday through Friday services between the hours of 1 P.M. to 9 P.M. The Intensive Youth Mentor shall provide an average of 8 hours service to youth/families on each weekend. A normal workweek shall average 30 hours. The work schedule must be flexible to meet youth and family needs. Be available to youth and families on an emergency basis during night and weekend hours. The Intensive Youth Mentor will be available via pager/cellular phone. Back-up services will be provided through current on-call procedures.
- g. Make available to DHS and/or their representative full access to, and the right to examine all case and administrative records for the purpose of contract monitoring.
- h. Refer to DHS when specialized outpatient counseling is required for youth and families.
- i. The Intensive Youth Mentor will communicate and work closely with the Court and DHS to secure the services of attendants whose functions will be transporting youth, assuring school and worksite attendance, and providing additional surveillance activities deemed appropriate by the DHS or court staff.

- j. Ensure that Intensive Youth Mentor provides a range of services to include, but not limited to the following:
- 1) Provide monitoring and guidance of youth during and outside the regular office hours of DHS and court staff.
  - 2) Provide parent training, education, and advice as needed in the areas of supervision, discipline, making choices and consequences, parents as role models, and age-appropriate expectations.
  - 3) Under the case management direction of the DHS Juvenile Justice Worker (JJW) or court probation officer, arrange for support services; provide consultation or advocacy for youth and families with schools, employers, substance abuse or mental health treatment agencies, or others as needed.
  - 4) Under the direction of the JJW or court probation officer, ensure that plans for restitution of victims and/or the community are carried out.
  - 5) Under the direction of the JJW or court probation officer, the Intensive Youth Mentor will provide feedback regarding use of electronic monitoring.
  - 6) Under the direction of the JJW or court probation officer, oversee the provision of school tutoring services, as needed.
  - 7) Work with the JJW in setting up aftercare plans for youth being recommended for early release from residential/institutional placements. This may involve meeting with a youth, family, and residential staff in advance of the youth's release.
  - 8) Maintain ongoing contact with the JJW or court probation officer at a frequency sufficient to address the circumstances of the individual case.
  - 9) Provide testimony, recommendation, and reports to the court in conjunction with the JJW and court probation officer.
  - 10) Provide services in the client's home (home visits) and other agreed-upon locations.
  - 11) Transport youth as needed.



- k. Ensure that the Intensive Youth Mentor maintains a valid Michigan motor vehicle operator's license and an insured vehicle for use on the job.
- l. Provide reports in accordance with time frames noted in Evaluation Reporting Requirements.
- m. Youth may be served for up to twenty-four (24) weeks. This may be extended on a case-by-case basis with approval of the Contractor, Court, and DHS, if appropriate.

2. Volume of Service (Units)

- a. Clients: The estimated number of eligible clients to be served shall be:

Six (6) per month

Twelve (12) per term of Agreement

- b. Unit Definition(s): One unit equals one hour of face to face contact between the Intensive Youth Mentor and youth/family.
- c. The estimated number of units of service to be provided per term of Agreement shall be: 780

E. Evaluation Reporting Requirements

The Contractor shall submit to DHS monthly reports that indicate the status and effectiveness of activities performed under this Agreement as indicated:

- 1. The Intensive Youth Mentor supervisor will approve all reports. Copies of the reports will go to the DHS and/or juvenile officer as appropriate.
- 2. Files will be in compliance with Supreme Court Order 1985-5 for In-Home Placements and copies provided to DHS.
  - a. Service Plan - Upon referral the Intensive Youth Mentor will meet with members of the committee and within one week of referral, draw up a Service Plan. This Service Plan will include: a brief court history, presenting family and youth problems, strengths of family and youth, specific services to be provided at each level, goals/reasons of those services, documentation that the plan was reviewed with the youth and family, and any other information deemed pertinent by the Intensive Youth Mentor.

- b. Monthly Progress Reports will be completed by the Intensive Youth Mentor and will include: contacts since last report, current services provided, progress to date, and adjustments made to service plan if any, projected completion date, and any other information deemed pertinent by the Intensive Youth Mentor.
- c. Within one week following termination of intensive youth mentoring, a closure report will be completed. This report will include at a minimum: contacts since last monthly progress report, completion date, case status at closure, recommendation for court, documentation that closure was reviewed with youth, family, school and others as appropriate, and any other information deemed pertinent by the Intensive Youth Mentor.
- d. The Intensive Youth Mentor shall provide other written reports to the court as deemed appropriate by the Intensive Youth Mentor or as requested by the court.
  - 1. Provide a record of all youth referred, including referral date and service closure date for contract monitoring purposes.
  - 2. Provide accurate records of each youth's performance based on Evaluation Criteria in this contract. Make a written report to DHS by October 15 of each year covering all youths' performance regarding Evaluation Criteria.
  - 3. Cooperate with any evaluation conducted by the DHS or its designee to determine the effectiveness of activities performed under this Agreement.

### Evaluation Criteria

The services provided by the Contractor under this Agreement shall be evaluated by DHS on the basis of the following criteria:

- 1. Ninety percent (90%) of the youth shall be employed, in school or a combination thereof, within 15 working days of diversion service initiation or integration from out-of-home placement.

2. No more than ten percent (10%) of the youth who participates in the Intensive Youth Mentor program shall be re-arrested while receiving services.
3. Eighty percent (80%) of the youth who participate in the Intensive Youth Mentor program shall satisfactorily complete it as defined in section 7, below.
4. Upon completion of the Intensive Youth Mentor program, eighty percent (80%) of the youth shall be employed, attending school or vocational school or a combination thereof.
5. No more than thirty-five percent (35%) of the youth who complete the program shall be re-arrested within 12 months of the completion of services.
6. No more than thirty-five percent (35%) of the youth who complete the services shall be re-institutionalized within 12 months of the completion of services.
7. Satisfactory completion of treatment is defined as DHS caseworker/juvenile officer affirmation that satisfactory goal achievement by the youth and family has been accomplished.

## REQUEST FOR QUOTE - RATING CRITERIA

Request for Quote (RFQ) proposals will be rated by a Rating Committee according to the following criteria:

### **I. Bidder's Experience/Qualifications**

(Maximum points 30)

#### **A. Agency**

1. Has bidder ever performed similar services for DHS or another purchaser?

Considerations:

- . How recently were services provided and for what duration?

2. To what degree is experience with other similar services relevant to the service(s) being bid?

#### **B. Staff**

1. Do the position descriptions for direct services staff persons require experience in this or related services?

Considerations:

- . Length of experience
- . Similarity of experience to services to be required

2. Does the supervisory staff, who will provide supervision and oversight of direct-care staff, have previous work experience in this or related services?

Considerations:

- . Length of experience
- . Similarity of experience to services to be required.
- . Is supervisory staff required to have an appropriate level of direct care experience?

3. Do the staff for whom resumes are provided demonstrate the appropriate level of capability for providing identified services?

### **C. Education**

1. Are educational requirements appropriate for each of the following types of staff?
  - . Direct Care
2. Does the bidder provide an acceptable level of training for new staff?
3. Does the bidder have an acceptable level of on-going training to staff?

### **D. Performance**

1. If these or similar services were provided to other purchasers:
  - . Were the purchasers satisfied with the services provided?
  - . Were the services monitored by the purchasing agency?
  - . If yes, were monitoring reports satisfactory?

## **II. Program Implementation (Work Plan)**

(Maximum points 30)

### **A. Service Delivery**

1. Are step-by-step procedures described in detail? Do they demonstrate ability to fully implement the program?
2. Does the bid response adequately describe how the bidder will engage eligible clients and encourage a high level of participation?
3. Does the bidder have an acceptable plan in place to assure that it will begin on the identified date?
4. Does the bidder demonstrate the ability to coordinate services with other agencies for clients served by multiple systems?

### **B. Staffing**

1. Does the proposed organizational chart describe appropriate lines of supervision and authority to assure efficient delivery of service and contract compliance?
2. Does the bidder identify an adequate plan to assure an appropriate level of staff screening?

3. Does the bidder have an acceptable turnover rate for direct care staff?
4. Does the bidder have an acceptable plan in place to address continuation of service when staff turnover occurs?

**C. Support Activities**

1. Does the bidder identify an adequate plan to assure an appropriate level of client confidentiality?

**III. Outcomes**

(Maximum points 10)

- A. Were behavioral outcomes of services provided to DHS or other purchasers satisfactory?
- B. Was the bidder able to demonstrate ability to establish and achieve outcome goals?
- C. Does the bidder demonstrate an ability to perform follow-up with clients and assess effectiveness of its services?

**IV. Fiscal Resource Allocation**

(Maximum points 15)

- A. Is supervisory and administrative support adequate with respect to appropriately
  - . Consultation
  - . Back-up
  - . Span of control
- B. Are the number of direct-care staffing hours adequate to deliver the level of needed service, as identified in both the fiscal and Narrative portions of the bid response?
- C. Are the resources (budgeted details such as salaries, occupancy, communication, supplies & equipment, transportation, contracted services, and miscellaneous) reasonable to accomplish the bidder's work plan, and reasonably adequate to provide a consistent level of service throughout the life of the agreement.

- D. Are the resources identified in the narrative portion of the proposal consistent with those in the budget?
- E. Is the quantity of resources appropriate and reasonable for the level of proposed services? Do they match?
- F. Does the bid response include unallowable costs that will impact the ability of the bidder to implement the work plan?

**V. Availability/Accessibility**

(Maximum points 15)

- A. Does the bidder have an adequate plan for informing eligible clients of the availability of their services? Is the bidder reasonably accessible to the client population during non-traditional service hours?
- B. Does the bid response adequately describe how bidder will provide outreach services?
- C. Is the bidder able to provide services at times when most clients can access them?
- D. Transportation
  - Is the bidder located close to public transportation?
  - Is the bidder's plan for arranging/providing client transportation feasible and appropriate?
- E. Does the bidder make adequate provision for client transportation needs?

**Price Competition**

Competitiveness in pricing will be determined using a formula that will divide the lowest bid price (from that region) by the bidder's price, and then multiply that by the bidder's initial score, determined through the above rating criteria.

## REQUEST FOR QUOTE POLICY

### General Information

This Request for Quote (RFQ) provides interested bidders with sufficient information to prepare and submit proposals for consideration by the Department of Human Services.

#### 1. Contract Award

Contract award negotiations will be undertaken with those Contractors whose bid responses, as to price and other factors, show them to be qualified, responsible, and capable of performing the work.

The contract entered into will be that contract most advantageous to DHS, price and other factors considered. DHS reserves the right to consider bid responses or modifications thereof received at any time before award is made, if such action is in the best interest of DHS.

If a contract is awarded, the selected bidder will be required to comply with standard, non-negotiable General Provisions, which will be a part of the contract.

#### 2. Rejection of Bid Responses

DHS reserves the right to reject any and all proposals received as a result of this RFQ, or to negotiate separately with any source whatsoever in any manner necessary to serve the best interest of DHS. This RFQ is made for information or planning purposes only. DHS does not intend to award a contract solely on the basis of any response made to this request or otherwise pay for the information solicited or obtained.

#### 3. Incurring Costs

The State of Michigan is not liable for any cost incurred by the Contractors prior to issuance of a contract.

#### 4. Inquiries

Questions regarding content of this RFQ must be submitted in writing to the Issuing Office. All questions must be submitted on or before the date specified on the cover sheet.

#### 5. Amendment to the RFQ

In the event it becomes necessary to revise any part of this RFQ, addenda will be posted to this website.



6. Response Date

To be considered, bid response must arrive at the Issuing Office on or before the date and time specified in the cover sheet. Bidders mailing responses should allow normal delivery time to ensure timely receipt of their bid responses.

7. Bid Response

To be considered, bidders must submit a complete response to this RFQ, using the exclusively the format provided in the "Bidder Response to DHS". Bid Responses must be signed by an official authorized to bind the bidder to its provisions. The bid response must remain valid for at least 90 days.

8. Acceptance of Bid Response Content

The contents of the bid response of the successful bidder may become contractual obligations if a contract ensues. Failure of the successful bidder to accept these obligations may result in cancellation of the award.

9. Economy of Preparation

Bid Responses should be prepared simply and economically, providing a straightforward, concise description of the bidder's ability to meet the requirements of the RFQ.

10. Prime Contractor Responsibilities

The selected Contractor will be held accountable for all services offered in the bid response. Further, the State will consider the selected Contractor to be the sole point of contact with regard to contractual matters, including payment of any and all charges resulting from the contract.

11. News Releases

News releases pertaining to this RFQ on the service, study, or project to which it relates will not be made without prior State approval, and then only in coordination with the Issuing Office.

12. Disclosure of Proposal Contents

Bid Responses are subject to disclosure under the Michigan Freedom of Information Act (P.A. 1976, No. 442).

13. Independent Price Determination

- a. By submission of a bid response, the bidder certifies:
  - 1) The prices of the bid response have been arrived at independently without consultation, communication, or agreement, for the purpose of restricting competition, as to any matter relating to such prices with any other bidder or with any competitor;
  - 2) Unless otherwise required by law, the price quotation in the bid response has not and will not be knowingly disclosed by the bidder to any potential bidder;
  - 3) No attempt has been made or will be made by the bidder to induce any other person or agency to submit or not to submit a bid response for the purpose of restricting competition;
  - 4) The price quoted is not higher than that given to the general public for the same service.
- b. Each person signing the bid response certifies that:
  - 1) She/he is the person in the bidder's organization responsible within that organization for the decision as to prices being offered in the bid response, and that she/he has not participated, and will not participate in any action contrary to a. 1 through 4 above; or
  - 2) She/he is not the person in the bidder's organization responsible within that organization for the decision as to the prices being offered in the bid response, but that she/he has been authorized in writing to act as agent for the persons responsible for such decision in certifying that such persons have not participated, and will not participate, in any action contrary to a. 1, through 4 above, and as their agent does hereby so certify; and that she/he has not participated, and will not participate in any action contrary to a. 1 through 4 above.
- c. A bid response will not be considered for award if the bidder is found to be noncompliant with any part of section 13 unless the bidder furnishes with the bid response a signed statement which sets forth in detail the circumstance of the disclosure and the Issuing Office determines that such disclosure was not made for the purpose of restricting competition.

## BIDDER INFORMATION

1. To receive reimbursement from the State of Michigan, a Contractor must be registered as a vendor on the Michigan Accounting and Information Network (MAIN)

### To register on MAIN:

- Click on <http://www.cpexpress.state.mi.us/>
  - Follow directions.
2. **Proof of public liability insurance** must be provided to DHS prior to the time the contract is executed (issued).
  3. If portions of the services are being subcontracted, the bidder must identify the services the subcontractor will perform and provide all information requested, (including a budget) as it applies to both the bidder and the subcontractor(s).

A contractor is responsible for the performance of any subcontractors who are held to the same standard of quality and performance as the contractor. Raters of bid responses will consider the qualifications of both the contractor and subcontractor when making contract award recommendations.

4. In completing the bidder response, please note the following:
  - The bid response should be paginated, except for attachments
  - Font size should be 12 or larger
  - Observe restrictions on number of pages. Restrictions do not include resumes, position descriptions, organizational charts or other attachments.

## BIDDER RESPONSE SECTION

1. Bidder Name: \_\_\_\_\_

2. Bidder Mailing Address: \_\_\_\_\_

\_\_\_\_\_

Bidder E-mail Address: \_\_\_\_\_

Bidder Fax Number: \_\_\_\_\_

3. Bidder Mail Code: \_\_\_\_\_ (Identified when registering on **MAIN**. See previous page)

4. Type of Organization: (Check one). Individuals are private proprietary.

\_\_\_\_\_ private, non-profit    \_\_\_\_\_ private, proprietary    \_\_\_\_\_ public    \_\_\_\_\_ university

5. Bidder's fiscal year begin date: \_\_\_\_\_ (day and month)

6. Bidder's representative who is the authorized negotiator for the bidder.

\_\_\_\_\_  
(Name)

\_\_\_\_\_  
(Telephone Number)

7. Statement of Intent

The bidder hereby assures that the Request for Quote has been reviewed by the organization's governing body and that body has authorized submission of a bid response; that the person identified above as "bidder's representative who is the authorized negotiator" has been authorized by the governing body to represent the organization for the purposes of the submission of a bid response and contract negotiation; and that the organization intends to provide services according to the information contained in this Request for Quote, if selected and funded to do so.

\_\_\_\_\_  
Signature of Organization  
President or Director

\_\_\_\_\_  
(Date)

\_\_\_\_\_  
Typed Name of Organization  
President or Director

\_\_\_\_\_  
(Date)

**A. Bidder Experience/Qualifications**

Provide the following information:

1. Length of time providing this or similar services
2. List locations within the state at which the bidder maintains office that will be involved in providing service.
3. List all contracts with DHS that have been in place within the past 5 years.
4. Prepare a narrative description of prior experience providing this or a similar service. Include the following information:
  - Brief description of service provided;
  - Recipient of service;
  - Dates of service provision;
  - Describe the degree of similarity between related services the bidder has provided and the services being bid;
  - Name and telephone number of a contact person for each individual or agency for whom service was provided.
5. Using Staffing Allocation and Qualifications, CM-011, (attachment A) provide the requested information for each service for which a bid response is submitted:
  - Provide position descriptions for all positions included in the price quotation. Identify the positions current staff will fill if the contract is awarded to the bidder. Identify specific experience current staff has as it pertains to the services to be provided (possession of applicable licenses, completion of applicable training or workshops, etc.) Include resumes for all current staff who will provide services if the contract is awarded to the bidder. For all positions, identify minimum requirements with regard to education, years and type of experience, training, etc.
  - Attach a salary schedule for each staff employee who will provide services as identified above. Include all automatic and/or merit pay increases individuals will be eligible to receive during the term of the contract.
  - For each position, list the number of hours and the number of weeks to be committed to the services being bid.
6. Describe your current rate of turnover, (overall and direct service) including expectations for current staff continuance, planned staff reductions or growth, and

comment regarding anticipated future turnover. Describe mechanisms in place to encourage staff retention.

7. Provide an organization chart that shows the structure that will be used to provide services if the contract is awarded. This should show who in your organization will be responsible for reporting to the DHS' Contract Administrator (CA). Please make sure position titles on the organizational chart match title designations referenced elsewhere in the bid response.

**B. Work Plan (Program Implementation)**

In narrative form, please describe how the bidder would implement the program described by DHS. Include the following information and identify each section by number and heading indicated below.

1. Describe the needs and strengths of the client population and how that will impact on service delivery.
2. Prepare a description of the way in which service would be provided to a client.
  - a. List each step, process, or activity a typical client would encounter in successfully completing the service (similar to a program flow chart).
3. For each process or activity, indicate how completing that process or activity would advance the client in accomplishing the general purpose of the service. Indicate the anticipated duration of service required to complete the service: hours per day, days per week, and total hours/week.
4. **Supervision**

Describe when and how staff will be supervised.
5. **Staff Allocation**

Describe the method used to determine the amount of staff time (both management and direct) needed to fulfill the terms of the service as described.
6. Explain how client will participate in identifying of needs and decision-making.
7. Once the contract is awarded, indicate how long it will be before you or your agency will be able to provide service (be specific, i.e., 30 days, 45 days, etc.) Confirm ability to provide service on the identified date.
8. How will the bidder interact with other agencies involved with the client's plan of treatment?

- . Court
- . DHS
- . Other Agencies

8. **Curriculum** - For teaching and/or training services, provide a copy of the curriculum that will be used. If not applicable to your service, enter N/A.

If the curriculum is specified in the RFQ and must be followed as outlined, indicate "Will follow required curriculum." Identify all audio-visual and/or training aids that will be used.

### **C. Achievement of Outcomes**

1. Specify the number of clients expected to achieve the desired outcomes.
2. Identify anticipated outcomes for the services to be provided.
3. What percentage of outcomes will be achieved for clients served?

### **D. Availability**

1. Specify normal hours of business.
2. Indicate ability and willingness to provide additional hours at other times or days if necessary.
3. Identify each location where services will be provided. Include the street address, city, and zip code for all locations.
4. Do facilities and services allow/encourage participation by clients with disabilities? That is, are training facilities accessible by wheelchair? Are restrooms accessible, etc?
5. Indicate ability to arrange transportation for clients to receive services, such as convenience to public transportation, bidder-owned vehicles, etc.
6. Access to public transportation.
7. Outreach  
Indicate ability to provide outreach services in clients' homes or mutually agreed-upon locations if this is requested in the service description. Ability to respond to crisis situations.
8. Special assistance
  - . How available
  - . How used and when
9. Other  
Based on DHS' description of the client population, describe any special considerations in the quotation or plans for providing services.

## **E. Budget Completion**

Complete the following Price Quotation sheet and a Budget Statement (CM-468) and Budget Detail Sheets (CM-468A) ([http://www.michigan.gov/documents/CM-468ex\\_15681\\_7.xlt](http://www.michigan.gov/documents/CM-468ex_15681_7.xlt)) in accordance with instructions. The bidder should complete the Budget forms only for the first 12 months if the bid response is for a multi-year period.

The bidder should submit price quotation and budget in an envelope separate from the rest of the bid response.

- If the initial period of the contract is for less than 12 months, a prorated contract amount will be calculated accordingly.
- The price established and approved by DHS will be in effect for the entire period of the contract and cannot be changed during that time.

## **F. Budget Narrative**

Use the attached Resource Grid (CM-0043), (attachment B) to provide a narrative description of all resources the bidder requires to meet the requirements of the contract. Please be as brief as possible, while including all pertinent information.

1. Itemize (without indicating actual dollar amounts) the types of employees benefits offered, the square footage of each facility, supplies, travel mileage and other resources included in your budget. Be as specific as possible and quantify all resources whenever possible.
2. If resources will be provided through another source, identify the source and type of funds to be used. All match and in-kind funding should be identified and explained.

This information will be used to determine whether or not the resources included in the price quotation are adequate to provide the services DHS wishes to purchase as stated in the RFQ. The budget narrative will be compared to the price and budget documentation for each bid response submitted by an individual specifically assigned to conduct a fiscal review.

NOTE: Do not include figures that would indicate the dollar amount of bid response or unit cost in this section. Dollar amounts should be stated in the sealed price/budget portion of your response.



**BIDDER NAME:**

**PRICE QUOTATION**

Use this form to state the price offered to DHS for the service to be provided. The price quoted is to be per unit of service as defined in the service description in the RFQ and extrapolated from the budget information provided. Please identify the service being bid, using the title as shown in the RFQ.

Service #1:

Unit Definition:

a. Price per unit of service: \$\_\_\_\_\_/unit

Service #2 (if applicable):

Unit Definition:

a. Price per unit of service: \$\_\_\_\_\_/unit

Service #3 (if applicable):

Unit Definition:

a. Price per unit of service: \$\_\_\_\_\_/unit

Service #4 (if applicable):

Unit Definition:

a. Price per unit of service: \$\_\_\_\_\_/unit

Bidder: Submit this form in a separate envelope with the budget.

**BIDDER RESPONSE: STAFFING ALLOCATION AND QUALIFICATIONS**

Michigan Department of Human Services

Bidder Name *	
County	Type of Service

CATEGORY	POSITIONS	RATE/ HOUR	HOURS/ WEEK	# OF WEEKS	QUALIFICATIONS
<b>**MANAGERIAL/ SUPERVISORY</b>					
<b>DIRECT SERVICE</b>					
<b>SUPPORT STAFF</b>					

\* Please provide information on staffing only for services to be provided for the request for quote/contract.

\*\*Managerial/supervisory refers to administrative positions. If a position is both administrative and direct service, place the position in whatever category the bulk of the individual's time will be spent.

Department of Human Services (DHS) will not discriminate against any individual or group because of race, sex, religion, age, national origin, color, height, weight, marital status, political beliefs or disability. If you need help with reading, writing, hearing, etc., under the Americans with Disabilities Act, you are invited to make your needs known to a DHS office in your area.

## RESOURCE GRID

### MICHIGAN DEPARTMENT OF HUMAN SERVICES

\* Do not include dollar amounts.

\*\* List any match resources your agency will be providing and the fund source of that match.

Resource	Description
Employee Fringe Benefits (FTEs by position)	
Occupancy (square feet and number of Facilities)	
Communications (fax, telephone, number of lines and phones)	
Supplies (general, program, duplicating)	
Equipment	
Local Transportation (number of miles for client transportation)	
Contractual Services	
Specific Assistance to Individuals	
Miscellaneous	

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